GOVERNMENT OF ANDHRA PRADESH
ABSTRACT

Planning Department – SPANDANA – Effective Monitoring & Coordination – Quality redressal of grievances – Revised grievance redressal workflow – Orders – Issued.

PLANNING (VII) DEPARTMENT

G.O.Rt.No.
18/05/2022

Read the following:-

1. Memo No. GAD01-AR0MISC/11/2019-AR, GA(AR) Dept., dt:17.07.2019.
2. G.O.Rt.No. 1943,GA(AR) Dept,. dt:29.08.2019.
3. U.O.Note No. 1960/Plg.VII/2019, Planning (VII) Dept., dt: 17.10.2019.
4. Letter No.299/SPANDANA/Plg.VII/2022-1, Planning (VII) Dept., dt:14.02.2022.

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ORDER:

Spandana is a public grievance redressal system of the government designed to improve the quality of redressal. In the reference 1st read above, the General Administration (AR) Department issued instructions for conducting of "SPANDANA (Grievance Day)" on every Monday and through the reference 2nd read above, the Government have entrusted the monitoring and coordination activity to the Planning Department.

2. In this regard, certain instructions were issued to the District Collectors for strict compliance for the conduct of SPANDANA programme in their respective Jurisdiction and adhere to these instructions scrupulously and make the programme successful.

3. As instructed by the Government, the departments have finalised the SOPs/SLAs and communicated to all the HoDs and Districts. The district level and grass root level functionaries have been trained on SOPs / SLAs for quality redressal of grievances.

4. In the reference 4th read above, instructions were issued by the Government regarding escalation of a grievance to a higher

officer, where he shall have to make an endorsement in the redressal instead of uploading the endorsement of the last redressal officer.

5. In addition, Government have now decided to initiate changes in the Spandana grievance redressal workflow as follows:

i. Every grievance has to be visited by the redressing officer.

ii. Uploading of enquiry report is mandatory for every redressed grievance.

iii. With enquiry report a photograph of the enquiring officer with the petitioner to be uploaded in the Spandana application.

iv. If the grievance pertaining to works photographs of pre and post visit of the sites shall be uploaded.

v. During grievance registration, SMS is mandatory and are to be verified by the district head / Joint Collector.

6. All the District collectors are requested to adhere to the above mentioned instructions of the Government with immediate effect.

(BY ORDER AND IN THE NAME OF GOVERNOR OF ANDHRA PRADESH)

Vijay Kumar Gsrkr Ias

SECRETARY
To
All District Collectors.
All Superintendents of Police.
Copy to:
All Departments of Secretariat (requested to
Communicate the same to their Concerned HoDs)
PS to CM/CS
PS to Prl. Secy. (GPM&AR)
EA to CS
PS to Secretary, Planning

Signed by Vijay Kumar Gsrkr Ias
Date: 18-05-2022 15:16:06
Reason: Approved